



City of Cambridge

PURCHASING DEPARTMENT

Elizabeth Unger
Purchasing Agent

COLEEN CASELLA
Assistant Purchasing Agent for
Goods & Services

NATALIE M. SULLIVAN
Assistant Purchasing Agent for
Design & Construction

To: All Bidders


From: City of Cambridge

Date: February 12, 2019

Re: File No. 8400 – Upgrading and Modernizing Sitecore bases website Solution

Please see the attached with the questions that were submitted and answered.

All other details remain the same.



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Addendum No. 1



1. Q: What is the current HW infrastructure?

1. A: Search services are provided by a Windows Server 2012 R2 virtual machine running Solr 6.3.0. Database services are provided by a Windows Server 2016 virtual machine running SQL Server 2016. Media data is stored as files on the CD environment, with the CA environment accessing media through a linked network share. Our QA environment consists of a single Windows Server 2012 R2 VM running Sitecore and Solr, and a Windows Server 2016 VM running SQL Server 2016 for database services.

2. Q: Is the current solution using WFFM? If so, how many forms are there?

2. A: We have used WFFM in the past, but usage has declined in recent years. At present there are 91 forms in the system, all forms should be very simple, using stock save actions and fields.

3. Q: Is the current solution using search? Is it using Lucene or some other provider?

3. A: Yes, the solution is using ContentSearch with Apache Solr. We are open to alternatives if there is a strong case for it (e.g. Azure Search)

4. Q: Please list all integrations

4. A:

- Internal GIS database server for the Data Dictionary
- Internal GIS database for address verification on some pages
- Public GIS services for various spatial data purposes
- Internal 22-CityView scheduler system for cable channel program schedule
- Public scheduler system for the Public Library's event calendar
- Internal Jira server for storage of website feedback
- Public Socrata server for various Open Data purposes.
- Internal City Council Public Comment System for sign-up of speakers at City Council meetings
- Public Twitter and Facebook for social media feeds
- Public MBTA APIs for transit system status

Our intention is for the vendor to not be responsible for preserving these integrations once in the cloud – we will handle updates to integrations requiring rework. Additionally, we make use of some third-party libraries within the solution (HtmlAgilityPack, Tweetinvi, ImageMagick, and some others). Additional details of integrations will be provided to the winning bidder.

5. Q: Please list all Sitecore modules (especially WFFM)

5. A: WFFM is the only Sitecore module currently in use. We are using two additional third-party modules, Sitecore Sidekick and Sitecore PowerShell Extensions.

6. Q: Please list all Sitecore support modules

6. A:

- Sitecore.Support.414259.416567 (fix an issue with hyphens in media item names)
- Sitecore.Support.83252.dll (AD/LDAP bugfix)

7.Q: How many pages/renderings/templates? (overall scale of project)

7. A:

- 170 layouts (these are largely an artifact of our first-generation site code, in which each page type and variant had its own layout.)
- 90 renderings
- 350 user templates

8. Q: What is the current building/deploy process?

8. A: The current build and deploy process is a manual, in-house-designed process. The short version is that impacted servers are first backed up, then new software deployed using WebDeploy in Visual Studio 2017. Sitecore item migrations are performed either manually or through Sitecore Sidekick. No blue-green deployment infrastructure exists, deploys are performed directly on live instances. Additional details and demonstrations of the build/deploy process will be provided to the winning bidder.

9. Q: Do you have an Azure tenant?

9. A: Yes, we will provide an Azure tenant for use. Additional teams within the City and third-party vendors will be called upon during the Azure portion of this contract to work out specifics of architecture and implementation within the tenant.

10. Q: Where is the current source code?

10. A: Source code is stored in an internal Atlassian Bitbucket server (git). Access will be provided to the winning bidder through use of a VPN account.

11. Q: Do you have the ability to store the code in VSTS (Azure DevOps)

11. A: We do not currently use VSTS / Azure DevOps for source code storage and do not have plans to migrate at this time.

12. Q: Do you use xDB or planning to in Sitecore 9?

12. A: We are not actively using xDB currently but are interested in beginning with a simple implementation in Sitecore 9.

13. Q: The solution is stated to be using webforms – what kind of Sitecore customizations are there?

13. A: Our customizations to Sitecore itself include custom handlers attached to 10 item events and 7 custom pipeline processors (mostly in the httpRequestBegin pipeline). Customizations are generally contained within separated config files rather than directly in Web.config.

14. Q: Is the Sitecore licensing perpetual or subscription? If so, what is the license details? (i.e. how many production/non-production installs are allowed?)

14. A: Our current license scheme is perpetual, allowing for 2 production and 1 non-production instance. We are aware that a move to PaaS necessitates a switch to subscription licensing.

15. Q: Which version of Sitecore are you targeting for the upgrade (9.0 or 9.1)?

15. A: We are targeting Sitecore 9.0 – we feel 9.1 is still a little too new to be comfortable with. This is open to discussion, however.

16. Q: How many servers (CMs and CD) are currently hosting your solution?

16. A: See the answer to the question “What is the current HW infrastructure” above

17. Q: What type of Sitecore license are you currently on and is this going to change after the upgrade?

17. A: See the answer to the question “Is the Sitecore licensing perpetual or subscription” above.

18. Q: Do you currently have a Blue Green Deployment (or similar) process to minimize downtime during deployments?

18. A: No, at this time deployments are done directly on the live servers – we would be interested in changing to a blue-green system within this process though.

19. Q: What search provider do you currently use? Will the upgrade include any changes to search? Since you will be moving to Azure PAAS, have you considered moving to Azure Search?

19. A: See the answer to the question “Is there a current solution using search” above.

20. Q: Do you currently have any Sitecore modules installed (such as Web Forms for Marketers)?

20. A: See the answer to the question “Please list all Sitecore modules” above

21. Q: Do you have any third-party modules installed?

21. A: See the answer to the question “Please list all Sitecore modules” above.

22. Q: Do you currently have any other integrations not mentioned in the list of modules above?

22. A: See the answer to the question “Please list all integrations” above.

23. Q: Do you have any significant Sitecore pipeline customizations?

23. A: See the answer to the question “The solution is stated to be using webforms – what kind of Sitecore customizations are there?” above.

24. Q: Do you currently have xDB installed and configured and will this change after the upgrade? If yes, do you plan on migrating any data?

24. A: See the answer to the question “Do you use xDB or planning to in Sitecore 9” above.

25. Q: According to your documents, the current site has been developed using webforms. Do you expect the vendor to revamp the webforms to a new MVC architecture and with a design pattern? Or Do you expect the vendor to upgrade the incompatible code (along with other framework changes) to make it compatible with Sitecore 9?

25. A We do not expect the vendor to revamp the existing code in MVC, but to assist in identifying compatibility issues in the existing code and assisting with mitigation
26. **Q: Will you absolutely disqualify a vendor if the response to item # 7 is a NO (i.e. *have not completed four (4) Sitecore implementations utilizing Microsoft Azure's Platform as a Service (PaaS) model*), but the vendors' response to the other 9 quality requirements is a YES?**
26. A: As stated on page 4 of the bid document A "NO" response, a failure to respond, or a failure to meet any of the following Quality Requirement will result in a rejection of your bid.
27. **Q: Does the current site have any internal view for content and layout that would help the content approvers?**
27. A: Content approvers are fully trained Sitecore business users and make use of the existing Sitecore Administrator.
28. **Q: Does the current site have any authentication mechanism for the content contributors from various departments?**
28. A: Authentication is handled through Active Directory. We have DCs available both internally and within ur Azure tenant.
29. **Q: Does the current solution integrate with any external systems for data and other functionalities?**
29. A: See the answer to the question "Please list all integrations" above.
30. **Q: Does the system use any third-party software for its unique functionality, and if so, would you like such software to be available in the upgraded site? Please explain and provide details of such third-party software.**
30. A: See the answer to the questions "Please list all integrations" and "Please list all Sitecore modules" above.
31. **Q: Is the current site relying on the search capability provided by the version of Sitecore or capability provided by a 3rd party?**
31. A: See the answer to the question Is there a current solution using search above.
32. **Q: Does the current site have any online data forms?**
32. A: See the answer to the question "Is the current solution using WFFM? If so, how many forms are there?" above.
33. **Q: What is the size of DB for the site? Please provide the number of documents currently available on the site, and size of the media assets.**
33. A: Based on a query against our sitecore_master_index search core we have a little under 60,000 pages in our content tree. Media files currently weigh in at 70.6GB
34. **Q: Does the current site have any scheduler service that has been setup?**
34. A: All scheduled tasks are run using Sitecore's scheduler.

35. Q: Can you provide a list of the challenges currently faced by the website administrator and content contributors?

35. A: We do not currently have a comprehensive list of challenges reported by users relevant to this contract.

36. Q: Do we need to respond in an inline format to the RFP requirement document? Or can we submit our response as a separate Word doc? Please confirm

36. A: You need to fill out the Bid document and answer all questions and submit your bid (no emails accepted)

37. Q: Is it an email submission or hardcopy? Please confirm.

37. A: Hardcopy

38. Q: Does the City have an incumbent vendor? If yes, would the incumbent be given preference for award of contract?

38. A: No

39. Q: Does the City give preference to vendors local to your area for award of contract?

39. A: No

40. Q: Is the City open to some portion of the work being performed from outside the continental U.S. (e.g. offshore, India)?

40. A: Responsive Bidders need to meet all the requirements listed in the scope of services.

41. Q: Does the City expect the entire work to be performed onsite? If not, which part of the work Can be performed remotely?

41. A: The work can be performed remotely